

**Part 573 Safety Recall Report****15E-082****Manufacturer Name :** Dorman Products, Inc.**Submission Date :** OCT 12,2015**NHTSA Recall No. :** 15E-082**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Dorman Products, Inc.

Address : 3400 East Walnut Street

Colmar PA 18915

Company phone : 215-712-5222

**Population :**

Number of potentially involved : 1,767

Estimated percentage with defect : 100

**Equipment Information :**

Brand / Trade : Dorman

Model : Steering Shaft

Part No. : 425-359

Size : NR

Function : NR

Descriptive Information : Steering shaft sold in the aftermarket only

Production Dates : APR 17, 2014 - SEP 28, 2015

Brand / Trade : Solutions

Model : Steering Shaft

Part No. : 7-0359

Size : NR

Function : NR

Descriptive Information : Steering shaft sold in the aftermarket only

Production Dates : APR 17, 2014 - SEP 28, 2015

Brand / Trade : OE Solutions

Model : Steering Shaft

Part No. : 425-359

Size : NR

Function : NR

Descriptive Information : Steering shaft sold in the aftermarket only

Production Dates : APR 17, 2014 - SEP 28, 2015

**Description of Defect :**

Description of the Defect : Dorman Products, Inc. (Dorman) is recalling certain replacement steering shafts

under the "Dorman", "OE Solutions", and "Solutions" brands, Part No. 425-359 and 7-0359 installed on 1995-2002 Ford Crown Victoria, 1995-2002 Lincoln Town Car, and 1995-2002 Mercury Gran Marquis vehicles.

The affected steering shafts may experience shaft separation if both of the following conditions are present:

- 1) integral fastener is loosened or removed and
- 2) interfacing vehicle shaft compressed in length.

Until part replacement (not in lieu of replacement), we recommend inspection of the fastener at the shaft mid-length, inside the vehicle compartment, to ensure that it is present and tightened.

FMVSS 1 :NR

FMVSS 2 :NR

Description of the Safety Risk : If the shafts were to separate, disengagement could cause loss of steering control, increasing the risk of a vehicle crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : No reliable audible or visual warning would precede the failure.

**Supplier Identification :**

**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

There have been a total of (2) returns and (1) additional call received by the Company with claim of shaft coming apart or shaft fastener missing.

September 2014 - The Company receives and sells first quantities of the product.

31 August 2015 - The Company receives Tech Service line call, claiming shaft came apart, vehicle went off road. Reference as part #1, which has not been received. On same day a claim was received with alleged shaft separation. Reference as part #2.

18 September 2015 - The Company receives 2nd Tech Service line call, claiming shaft came apart, vehicle went off road. Claim of a missing shaft fastener. Reference as part #3.

21 September 2015 - Inventory is placed in quarantine

22-25 September 2015 - Try-on and extended evaluation on an application vehicle performed.

28 September 2015 - Received part #3. Inspection identifies that a shaft fastener was present at some time. A meeting of the Material Review Board determines that a defect due to insufficient redundancy exists and that a recall is warranted.

**Description of Remedy :**

Description of Remedy Program : Dorman will notify owners, and dealers will replace recalled units with a new steering shaft, free of charge. The recall is expected to begin October 2015.  
Owners may contact Dorman customer service at 1-800-523-2492 and press 5.

How Remedy Component Differs from Recalled Component : The remedy assembly will feature mechanical redundancies to prevent shaft disengagement.

Identify How/When Recall Condition was Corrected in Production : Production will resume only when redundancies are added to component and tested.

**Recall Schedule :**

Description of Recall Schedule : Notifications will be mailed to owners beginning on October 19, 2015. We will notify dealers beginning on October 16, 2015.

Planned Dealer Notification Date : OCT 16, 2015 - OCT 28, 2015

Planned Owner Notification Date : OCT 19, 2015 - NOV 30, 2015

**Purchaser Information :**

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

\* NR - Not Reported